



SARATOGA SPRINGS PUBLIC LIBRARY

49 Henry Street, Saratoga Springs, NY 12866-3271
(518) 584-7860 • Fax: (518) 584-7866 • www.sspl.org

JOB POSTING

Position: Library Building Monitor
Department: Operations
Schedule: Mon-Thu, 2-9:30p, Fri 11a-6:30p, every other Sat 10a-5:30p
(alt day off during week)
Starting Salary: \$34,089.79
Availability: July 31, 2017

Description	Under general supervision of the Working Supervisor, this position is responsible for helping to protect library users, staff, materials, furniture, equipment, and premises, by circulating throughout the public areas and grounds to maintain an orderly atmosphere conducive to a safe and pleasant library experience. The Library Building Monitor helps to maintain an outstanding rapport with the public. Supervision may be exercised over part-time Library Building Monitors. Does related work as required.
Typical work activities	<ul style="list-style-type: none">• Keeps order, deters inappropriate behavior, and helps to ensure a safe, comfortable, and reasonably quiet library environment by maintaining high visibility and patrolling all areas of library building, parking lot, and access ways;• Provides assistance to patrons, including: giving directions; referring inquiries to appropriate staff members; escorting patrons or staff members to cars in adjacent parking lots or spaces as requested; assisting people with disabilities as necessary, e.g., carrying books or materials to vehicle, opening doors, or providing other assistance needed;• May provide basic first aid and moral support to those requiring medical attention, until emergency first responders arrive;• Works with staff to monitor young children to ascertain the presence of a parent or caregiver, and contacts families of unattended children to be certain children leave safely;• Monitors for violations of the Patron Code of Conduct, including: advising patrons of behavior expectations; counseling patrons who have caused problems to avoid further action and possible loss of library privileges;• Performs crowd control duties for library programs or special events, and disperses groups if easy access to buildings or facilities is hindered;• Works closely with emergency services and law enforcement when necessary and in emergency situations, and keeps Person in Charge abreast of all emergency safety and security incidents and irregularities;• Performs general setup and administrative support duties, including: locking and unlocking the building and designated offices and rooms; turning lights off and on; preparing meeting rooms (set up/clean up); moving equipment and small furniture; receiving and directing deliveries as needed; light grounds keeping, including snow and litter removal; <p style="text-align: right;"><i>Continued next page</i></p>

	<ul style="list-style-type: none"> • Receives and logs lost/found property (including currency and items of monetary value), monitors inventory, and safeguards items from receipt through final disposition (e.g., returning items to claimants, disposal, and/or transfer of items to law enforcement as appropriate); • Reports building and grounds problems to the maintenance staff; • Makes regular assigned rounds and routinely checks video security system, alarm system, lights, and equipment; • Prepares incident reports and establishes and maintains files on daily activities and administrative matters, and provides such reports as necessary to the Working Supervisor and/or Library Director.
Work context requirements	<ul style="list-style-type: none"> • Standing or walking for prolonged periods • Bending • Sitting • Regularly lifting objects up to 10 lbs. • Occasionally lifting objects up to 50 lbs. • Telephone conversations and face-to-face interactions with library colleagues and patrons • Ability to operate a personal computer in order to access and retrieve information • Ability to perform work requiring considerable visual effort and concentration
Education and experience	<ul style="list-style-type: none"> • Graduation from high school or possession of a high school equivalency diploma and at least one (1) year of full-time paid experience in security, law enforcement, customer service, or a closely related field; OR • Two (2) years of full-time paid experience in security, law enforcement, customer service, or a closely related field
Knowledge/Skills/Abilities	<ul style="list-style-type: none"> • Good knowledge of: customer service methods, practices, and procedures; English spelling, punctuation, and grammar • Skilled in: customer service; conflict resolution; verbal, written, and interpersonal communication; problem-solving; exercising reasonable and independent judgment and discretion • Ability to: function as a team member in the planning and execution of essential duties; carry out assignments independently; express ideas clearly and concisely, both orally and in writing; read and comprehend library policies and procedures; comprehend oral and written information; think critically to understand the needs of library patrons and groups; remain calm and composed in difficult situations; deal effectively with angry or distraught individuals; use computer applications or other automated systems such as word processing, e-mail, and database software; be flexible and efficiently handle competing priorities and tasks; work effectively in a fast-paced, high-volume environment; establish and maintain effective working relationships with co-workers, library patrons, and the general public; help plan, coordinate, and supervise the work of others • Demonstrate: tact and courtesy in dealing with staff and public; empathy; adaptability to change; willingness to take on job challenges; reliability; attention to detail; strong commitment to intellectual freedom and patron privacy • Physical condition commensurate with the duties of the position

**Please remit a cover letter and
completed SSPL Application for Employment
(obtain from Library or online:**

http://www.sspl.org/documents/about/employee_application.pdf to:

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ATTENTION: HUMAN RESOURCES | 49 HENRY STREET | SARATOGA SPRINGS NY 12866